

## Sources of Information

**Electronic Access** Information on the Small Business Administration is available electronically by various means. Internet, [www.sba.gov](http://www.sba.gov). FTP, [ftp.sbaonline.sba.gov](ftp://sbaonline.sba.gov).

Access the U.S. Business Adviser through the Internet, at [www.business.gov](http://www.business.gov).

Access the Administration's electronic bulletin board by modem at 800-697-4636 (limited access), 900-463-4636 (full access), or 202-401-9600 (Washington, DC, metropolitan area).

**General Information** Contact the nearest Small Business Administration field office listed in the preceding text,

or call the SBA answer desk. Phone, 800-827-5722. Fax, 202-205-7064. TDD, 704-344-6640.

**Public Affairs** For public inquiries and small-business advocacy affairs, contact the Office of Public Communications and Public Liaison, 409 Third Street SW., Washington, DC 20416. Phone, 202-205-6740. Internet, [www.sba.gov](http://www.sba.gov).

**Publications** A free copy of *The Resource Directory for Small Business Management*, a listing of for-sale publications and videotapes, is available from any local SBA office or the SBA answer desk.

For further information, contact the Office of Public Communications and Public Liaison, Small Business Administration, 409 Third Street SW., Washington, DC 20416. Phone, 202-205-6740. Internet, [www.sba.gov](http://www.sba.gov).

## SOCIAL SECURITY ADMINISTRATION

6401 Security Boulevard, Baltimore, MD 21235

Phone, 410-965-1234. Internet, [www.socialsecurity.gov](http://www.socialsecurity.gov).

Commissioner of Social Security	MICHAEL J. ASTRUE
Deputy Commissioner	(VACANCY)
Chief of Staff	DAVID V. FOSTER
Counselor to the Commissioner	LAURENCE J. LOVE
Executive Counselor on Interagency	RITA S. GEIER
Adjudication	
Executive Director for Disability Service	MARY B. CHATEL
Improvement	
Senior Advisor	MICHEL N. KORBAY
Chief Actuary	STEPHEN C. GOSS
Deputy Chief Actuary (Short Range)	ELI N. DONKAR
Deputy Chief Actuary (Long Range)	ALICE H. WADE
Chief Information Officer	THOMAS P. HUGHES
Deputy Chief Information Officer	GREGORY C. PACE
Chief Quality Officer	G. KELLY CROFT
Deputy Chief Quality Officer	H. ALAN LANE
Chief Strategic Officer	MYRTLE S. HABERSHAM
Deputy Chief Strategic Officer	LARAIN WILLIAMS
Deputy Commissioner for Communications	JAMES J. COURTNEY
Assistant Deputy Commissioner for	PHILIP A. GAMBINO
Communications	
Deputy Commissioner for Disability	LISA DE SOTO
Adjudication and Review	

Assistant Deputy Commissioner for Adjudication and Review	A. JACY THURMOND
Deputy Commissioner for Disability and Income Security Programs	MARTIN H. GERRY
Assistant Deputy Commissioner (Income Security Programs)	FREDERICK G. STRECKEWALD
Assistant Deputy Commissioner (Disability Programs)	PATRICIA A. JONAS
Deputy Commissioner for Finance, Assessment, and Management	DALE W. SOPPER
Assistant Deputy Commissioner for Finance, Assessment, and Management	ANTHONY F. DINOTO
General Counsel	THOMAS W. CRAWLEY, <i>Acting</i>
Deputy General Counsel	FRANK V. SMITH III, <i>Acting</i>
Deputy Commissioner for Human Resources	REGINALD F. WELLS
Assistant Deputy Commissioner for Human Resources	FELICITA SOLA-CARTER
Inspector General	PATRICK P. O'CARROLL
Deputy Inspector General	JAMES A. KISSKO
Deputy Commissioner for Legislation and Congressional Affairs	ROBERT M. WILSON
Assistant Deputy Commissioner for Legislation and Congressional Affairs	DIANE B. GARRO
Deputy Commissioner for Operations	LINDA S. MCMAHON
Assistant Deputy Commissioner for Operations	MARY E. GLENN-CROFT
Deputy Commissioner for Policy	LAURENCE J. LOVE, <i>Acting</i>
Assistant Deputy Commissioner for Policy	LINDA D. MAXFIELD
Deputy Commissioner for Systems	WILLIAM E. GRAY
Assistant Deputy Commissioner for Systems	JERRY L. BERSON

[For the Social Security Administration statement of organization, see the Code of Federal Regulations, Title 20, Part 422]

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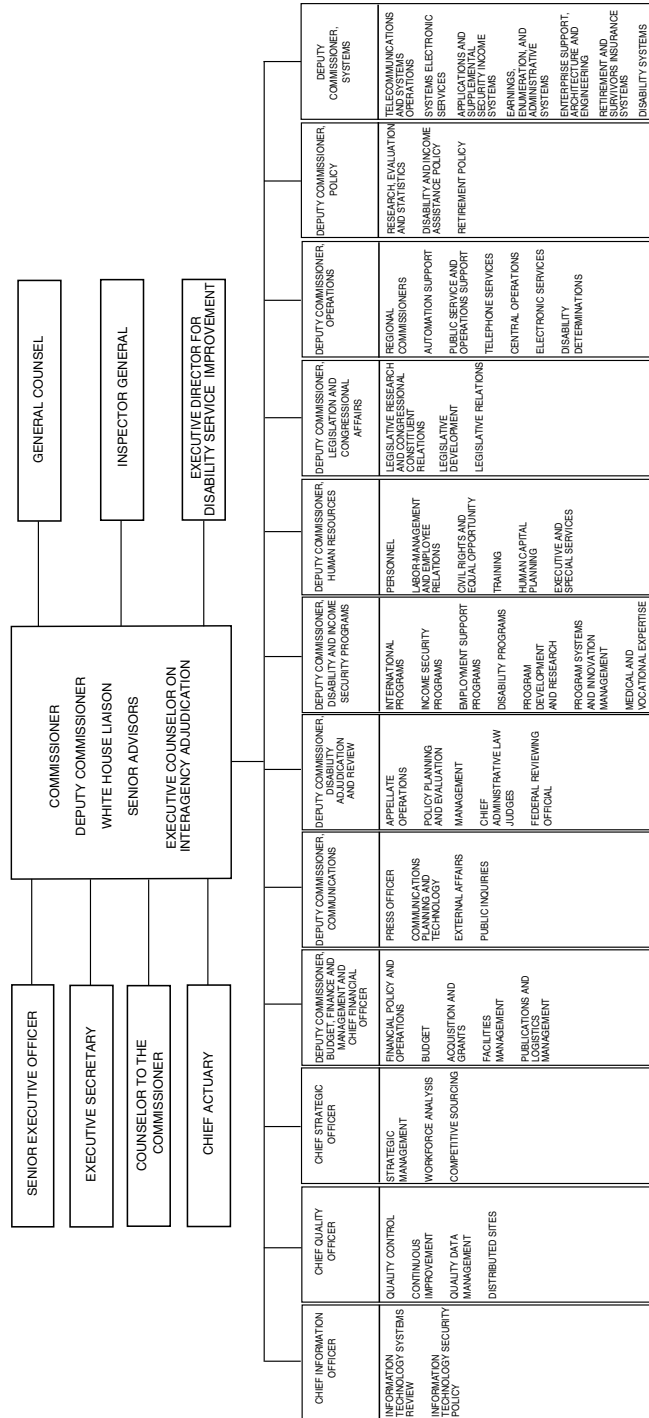
*The Social Security Administration manages the Nation's social insurance program—consisting of retirement, survivors, and disability insurance programs—commonly known as Social Security. It also administers the Supplemental Security Income program for the aged, blind, and disabled. The Administration is responsible for studying the problems of poverty and economic insecurity among Americans and making recommendations on effective methods for solving these problems through social insurance. The Administration also assigns Social Security numbers to U.S. citizens and maintains earnings records for workers under their Social Security numbers.*

The Social Security Administration (SSA) was established by Reorganization Plan No. 2 of 1946 (5 U.S.C. app.), effective July 16, 1946. It became an independent agency in the executive branch by the Social Security Independence and Program Improvements Act of 1994 (42 U.S.C. 901), effective March 31, 1995.

The Administration is headed by a Commissioner, appointed by the President with the advice and consent of the Senate.

In administering the programs necessary to carry out the agency's mission, by law the Commissioner is assisted by a Deputy Commissioner who performs duties assigned or delegated by the Commissioner, a Chief Financial Officer, a Chief Information Officer, a Chief Strategic Officer, a General Counsel, a Chief Actuary, and an Inspector General.

## SOCIAL SECURITY ADMINISTRATION



## Programs and Activities

### Old-Age, Survivors, and Disability Insurance

The agency administers social insurance programs, which provide monthly benefits to retired and disabled workers, their spouses and children, and to survivors of insured workers. Financing is under a system of contributory social insurance, whereby employees, employers, and the self-employed pay contributions that are pooled in special trust funds. When earnings stop or are reduced because the worker retires, dies, or becomes disabled, monthly cash benefits are paid to partially replace the earnings the family has lost.

**Supplemental Security Income** The agency administers this needs-based program for the aged, blind, and disabled. A basic Federal monthly payment is financed out of general revenue, rather than a special trust fund. Some States, choosing to provide payments to supplement the benefits, have agreements with the Administration under which it administers the supplemental payments for those States.

**Medicare** While the administration of Medicare is the responsibility of the Centers for Medicare and Medicaid Services, the Social Security Administration provides Medicare assistance to the public through SSA field offices and call centers, and adjudicates requests for hearings and appeals of Medicare claims.

**Black Lung** By agreement with the Department of Labor, SSA is involved in certain aspects of the administration of the black lung benefits provisions of the Federal Coal Mine Health and Safety Act of 1969, as amended (30 U.S.C. 901).

**Regional Offices** Social Security Administration operations are decentralized to provide services at the local level. Each of the 10 SSA regions,

under the overall direction of its Regional Commissioner, contains a network of field offices and call centers, which serve as the contact between SSA and the public. The Administration operates nearly 1300 field offices, 38 call centers, and 7 processing centers. These installations are responsible for the following:

- informing the public of the purposes and provisions of Social Security programs and their rights and responsibilities;

- assisting with claims filed for retirement, survivors, disability, or health insurance benefits, black lung benefits, or Supplemental Security Income;

- developing and adjudicating claims;

- assisting certain beneficiaries in claiming reimbursement for medical expenses;

- developing cases involving earnings records, coverage, and fraud-related questions;

- making rehabilitation service referrals; and

- assisting claimants in filing appeals on SSA determinations of benefit entitlement or amount.

**Hearing Offices** SSA also administers a nationwide hearings and appeals program which provides a mechanism for individuals dissatisfied with determinations affecting their rights to and amounts of benefits or their participation in programs under the Social Security Act. The act allows for administrative appeals of these determinations in accordance with the requirements of the Administrative Procedure and Social Security Acts. SSA has approximately 140 hearing offices located in the 10 SSA regions.

**For further information, contact the Social Security Administration. Phone, 800-772-1213. TTY, 800-325-0778.**

## Sources of Information

Inquiries on the following subjects may be directed to the appropriate office,

Social Security Administration, 6401

Security Boulevard, Baltimore, MD 21235.

**Contracts and Small Business Activities**

Contact the Office of Acquisitions and Grants. Phone, 410-965-7467.

**Electronic Access** Information regarding the Social Security Administration may be obtained through the Internet at [www.socialsecurity.gov](http://www.socialsecurity.gov).

**Employment** For information about careers with the Social Security Administration, go to [www.socialsecurity.gov/careers](http://www.socialsecurity.gov/careers). For current vacancies, go to [jobsearch.usajobs.opm.gov/a9ssajob.asp](http://jobsearch.usajobs.opm.gov/a9ssajob.asp).

**General Information** The Office of the Deputy Commissioner for Operations manages SSA's toll-free public service telephone. Phone, 800-772-1213. TTY, 800-325-0778.

**Inspector General** The Office of the Inspector General maintains a toll-free hotline that operates between the hours of 10 am and 4 pm, e.s.t. (phone, 800-269-0271; TTY, 866-501-2101) to receive allegations of fraud. Persons may submit allegations by fax at 410-597-0118, by Web site at [www.socialsecurity.gov/oig](http://www.socialsecurity.gov/oig) or by mail at P.O. Box 17768, Baltimore, MD 21235-7768.

**Publications** The Office of the Deputy Commissioner for Communications

publishes numerous pamphlets concerning SSA programs. Single copies may be obtained at any local office or by calling 800-772-1213. SSA also collects a substantial volume of economic, demographic, and other data in furtherance of its program mission. Basic data on employment, payments, and other items of program interest are published regularly in the *Social Security Bulletin*, its *Annual Statistical Supplement*, and in special releases and reports that appear periodically on selected topics of interest to the public. Additional information may be obtained from the Office of Research, Evaluation, and Statistics. E-mail, [op.publications@ssa.gov](mailto:op.publications@ssa.gov). Phone, 202-358-6274.

**Reading Room** Requests for information, for copies of records, or to inspect records may be made at any local office or the Headquarters Contact Unit, Room G-44, Altmeyer Building.

**Speakers and Films** SSA makes speakers, films, and exhibits available to public or private organizations, community groups, schools, etc., throughout the Nation. Requests for this service should be directed to the local Social Security Office.

For further information, contact the Office of Public Inquiries, Social Security Administration, 6401 Security Boulevard, Windsor Park Building, Baltimore, MD 21235. Phone, 410-965-2736. Internet, [www.socialsecurity.gov](http://www.socialsecurity.gov).

## TENNESSEE VALLEY AUTHORITY

400 West Summit Hill Drive, Knoxville, TN 37902

Phone, 865-632-2101. Internet, [www.tva.com](http://www.tva.com).

One Massachusetts Avenue NW., Washington, DC 20444-0001

Phone, 202-898-2999

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Directors

WILLIAM B. SANSOM

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(VACANCY)